CONSOLIDATED INFORMATION TECHNOLOGY SERVICES
TASK ASSIGNMENT (TA)

1. **TITLE:** (C3) Center Leadership Council Web Site

TA No:	167-Rev4

Task Area Monitor: **Alternate Task Area Monitor:** None
NASA POC: None **Software Control Class:** Low Control
Type of Task: Non-Recurring Task

2. **BACKGROUND**

None required.

3. **OBJECTIVE**

Develop an internal website that will provide a vehicle for communication.

4. **GENERAL IT SUPPORT SERVICES**

Maintenance of Software Developed By or For LaRC:
On-going maintenance is required.

General IT Support Services Performance Metrics
<u>Performance Standard</u>: Documentation covering the use of application software covered by this requirement is complete, understandable, and up-to-date.
<u>Performance Metrics</u>:

Exceeds: Documentation is error free, complete and up-to-date. Significant improvements have been made in the clarity of documentation or documentation is proactively sought from all sources.

Meets: Documentation is complete with only minor errors noted

Fails: One or more required documentation components are not available or errors are noted that could compromise the operation or integrity of the applications.

<u>Performance Standard</u>: The contractor provides reasonable and proactive monitoring of applications.
<u>Performance Metrics</u>:

Exceeds: The contractor detects the loss of a web site or application or detects a security breach less than 1/2 hour following its occurance or prior to the start of service support hours. The contractors notifies the TAM and any

impacted customers of site/application service interruptions within one business hour of its detection.

Meets: The contractor detects the loss of a web site or application or detects a security breach within 1/2 - 1 hour following it's occurance during core support hours. The contractors notifies the TAM and any impacted customers of site/application service interruptions within one business hour of its detection.

Fails: The contractor fails to detect the loss of a web site or application within 1 hour of its occurance during core support hours.

<u>Performance Standard</u>: The applications software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

<u>Performance Metrics</u>:

Exceeds: "Meets" and improvements are recommended and adopted; or users rate help in the use of applications very good to excellent.

Meets: The inventory, including status, of application software is current and accurate. Upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data. Users rate operation and help in use of the applications satisfactory.

Fails: Any of the requirements of this subsection (a through h) is not satisfied. Users rate operation and help in use of the applications less than satisfactory.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None required.

10. JOINT REVIEW SCHEDULE

Review meetings will be scheduled between the contractor and the customer at the

customer's request.

11. PERIOD OF PERFORMANCE

This TA is effective from 09/20/05 to 12/15/08

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 50%   Timeliness: 50%

13. RESPONSE REQUIREMENTS

The Contractor's Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding last submitted on 01/18/2008.

15. MILESTONES

None required.

16. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule
1	Provide support maintenance as needed	TBD

17. FILE ATTACHMENTS

None.